

# TechPortal vs TechService on Android™

## Access and Update Orders from the Field

Technicians can access and update orders in both TechPortal and TechService on Android™

### Techs can access their open orders

Technicians can log in from anywhere you have internet connection to review open orders assigned to them. With TechService on Android™ your techs have offline access to their orders.

### Update orders

Techs can update the order status, enter services performed, add material, add labor, add services, and even update the custom fields from TechPortal and TechService on Android™.

### Add Material, Labor, and Services

Your techs can add material to the order by selecting the item number. They can also add labor time and add service items to their orders.

### Collect Customer Signature

Technicians can capture a digital customer signature on the spot providing work confirmation. Signatures captured are saved as an image and available in SME on the Work Requested tab.

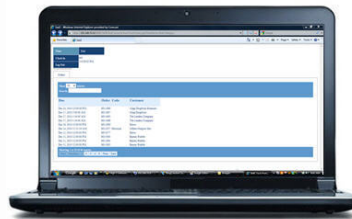
For more information about TechPortal and TechService on Android™, visit the links below.

TechPortal  
[www.high5software.com/sme-tech-portal](http://www.high5software.com/sme-tech-portal)

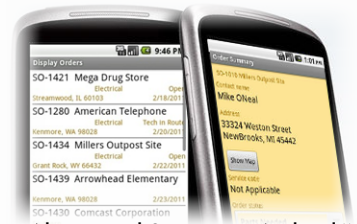
TechService on Android™  
[www.high5software.com/sme-android](http://www.high5software.com/sme-android)

In your service operations, technicians are in the field and need access to read and update service orders assigned to them. High 5 Software has two mobile products which provide technicians with access to their orders in the field. Updates to orders made in TechPortal for TechService on Android™ immediately update SME back at the office. Utilizing one of these mobile solutions for field technicians will help you:

- Eliminate redundant work processes
- Reduce unnecessary travel time
- Streamline communication between technician and office staff
- Speed up invoicing with immediate order updates and signature collections
- Capture all charges in the field for work being performed including material and service charges



Above: TechPortal on Laptop



Above: TechService on Android™

	TechPortal	TechService on Android™
<b>Features</b>		
Techs can access open orders assigned to them	X	X
Techs can update their open orders	X	X
Collect customer signatures	X	X
Offline access		X
Add new orders	X	
Access unassigned service orders	X	
Search orders	X	X
Sort orders	X	
Calendar to view orders on their schedule	X	
Email order summary from service order	X	
Read site notes on orders	X	
Read and add journal notes on orders	X	
Technician clock in/clock out tracking	X	X
View, add, and update customer equipment on service orders		X
Link to google maps from orders		X
View and update all open orders	X	
View, update, and add issues	X	
<b>Supported mobile devices and browsers</b>		
Android™ phones and tablets	X	X
iPhone and iPad	X	
Blackberry Torch 9800	X	
Computer browsers (supported browsers include IE7, IE8, IE9, Firefox, Chrome, Safari)	X	

